



THE
360°
 NEWSLETTER
 SPRING 2014



South Hospice Hub Receives Bhayana Community Partnerships Award

by Aron Katz, Marketing and Communications Coordinator

The United Way Toronto Bhayana Family Foundation Community Partnerships Award was presented to the South Hospice Hub, an innovative partnership that Circle of Care spearheaded. The partnership operates in the southern part of the Central LHIN and includes Better Living Health, Hazel Burns Hospice, the Jewish Hospice Program (Jewish Family & Child) and Circle of Care.

“We are proud to receive a Bhayana Award for the work of the South Hospice Hub,” says Lisa Levin, Vice President Communications and Development with Circle of Care. “We have collaborated to improve service for clients, enhance support for volunteers, and implement the principles of Ontario’s Declaration of Partnership and Commitment to Action for Hospice Palliative Care.”

The partnership has also enhanced service access and increased efficiencies in visiting hospice services. The South Hospice Hub offers joint volunteer training and alumni events, enhanced referral coordination, collaborative marketing and outreach.



*Members of the South Hospice Hub:
 Dena Silverberg, Better Living Health; Karen Emsig,
 Hazel Burns Hospice; Lisa Kronenberg, Jewish Family &
 Child; Lisa Levin, Devora Schwartz Waxman,
 and Lysa Springer, Circle of Care*

Aging in Place Through Assisted Living by Alison Kilbourn, Project Manager

The Central Local Health Integration Network has chosen Circle of Care to be one of four agencies to implement Assisted Living Services for High Risk Seniors. The Assisted Living Program supports the needs of high risk seniors by providing both scheduled and unscheduled service to clients 24 hours a day, in the comfort of their own homes. This program allows clients to receive personal support and homemaking services as well as security checks. There is a response time of fifteen minutes for urgent care needs.

Madeline D’Arpino, Manager of the Assisted Living Program, believes that this is the future of health care. She says, “Providing cost effective care to the elderly while keeping them safe and in their own homes, which is where they want to be, is the next step in care for seniors.”

Circle of Care has two Assisted Living Hubs, one at 4455 Bathurst Street and the other at 485 Patricia Avenue. Clients are seen in these buildings as well as surrounding homes and buildings in the North York area.



Support the Circle of Care Foundation
Make a donation or send an occasion card
 Call 416-635-2900 ext. 428
 or order online at www.circleofcare.com/donate

Our Volunteers & Staff

Welcome to the Senior Team



Mary Louise Hall joined Circle of Care in January as the **Director of Finance and Administration**. Prior to joining Circle of Care, Mary Louise was a partner with Collins Barrow Toronto, a professional accounting firm. She brings with her a broad range of experience in many industries, with specialization in not-for-profit organizations. Mary Louise is actively involved in the community through many volunteer activities. Mary Louise obtained her Chartered Accountant designation in 1991 and has a Bachelor of Commerce from Memorial University of Newfoundland.



Silvia Marabeti recently joined Circle of Care as **Director of Human Resources**. Silvia is a Certified Human Resources Professional with over fifteen years experience in government, banking and professional service firms. In her role as Director of Human Resources, Silvia is the lead for health and safety, she is responsible for talent management and oversees all the human resource activities at Circle of Care. Silvia holds a Masters degree in HR Management from York University and has an MBA from Royal Roads University of Victoria, British Columbia.

Preparing our Students for Tomorrow by Devora Schwartz Waxman, Manager Client Services

Did you know that Circle of Care is a training ground for students from a wide range of academic programs? This past year, Circle of Care provided field placements to six university and college students studying Social Work, Social Service Work, Gerontology, Activation and Business Administration.

Students completed placements at the Day Centre for Seniors, Intake Department, Association of Jewish Seniors, Social Work, Volunteer Services and Communications. They had the opportunity to engage in meaningful front-line work and learn and practice their skills under the guidance of experienced and qualified supervisors.

Leanne Dang, a Master of Social Work student from the University of Windsor said, "Circle of Care is a great place to learn to grow as a professional". Based on the success of this program, Circle of Care will offer placements to more than ten new students during the upcoming academic year.



Melynnda O'Donnell, Leanne Dang, Priscilla Frimpong were among six students completing their internships at Circle of Care

Have you seen Circle of Care on the Web? Stop by online and say hi!



Recognizing our Staff



Ella Polonski staff member since 1989!



Susan Shiffman received the Eileen Morgan Customer Service Award, seen with Michael Scheinert and Mary Louise Hall



Members of the Social Work Team- Devora Schwartz Waxman, Patricia Wendy & Tessa Wassing



Debbie O'Connell, Alexius Yarde and Beata McLeod were among those recognized for 5 years of service

On February 11th, over 250 staff attended the "Disco Ball", our annual staff winter party. The evening also celebrated Circle of Care's "40 Years of Caring."



Personal Support Workers, Salvador Lansangan, Gloria Osias and Irena Golwan were honoured for 15 years of service



Jennifer Brown received the Homemaker of the Year Award, seen with Debbie Taylor and Aniko Horvath



Members of our PSW team enjoying the party!

In the Community

5th Annual Wednesdays with Lolly by Arnold Foss, Director, Special Projects

Wednesday, May 7th marked the fifth annual “Wednesdays with Lolly” education program and volunteer recognition event. This evening acknowledges the amazing work of our hospice volunteers.

The event was organized by hospice volunteers Bari Zittell and Helen Zak. A special presentation on Humour and Dying was given by Bernard Weinstein. Over 35 hospice volunteers attended, as well as staff from Jewish Family & Child and Hazel Burns Hospice.

“The compassion, support and companionship of our volunteers is so important to help individuals and their families through an extremely difficult time,” says Lysa Springer, Manager of Volunteer Services. “Often the volunteer is the one that the client confides in –sharing their real feelings, letting down their guard a little” she adds. As one client said “my volunteer is my rock, they keep me strong, they keep me going.”



From left to right: Sponsors, Lorne and Miriam Propas, presenter, Bernard Weinstein, and event organizers, Helen Zak and Bari Zittell

New Vans Hit the Road

by Maria Campo, Transportation Supervisor

Thanks to a grant from the **Ontario Trillium Foundation**, Circle of Care has two new Toyota Siennas on the road. The new vehicles were critical to replace aging vans. “With a fleet of ten vans it is important to ensure we have modern and safe vehicles on the road,” says Ross Sternberg, Assistant Transportation Coordinator.



Subsidy Program Donation

by Aron Katz, Marketing & Communications Coordinator

Circle of Care received a generous donation from the **Waugh Family Foundation** in support of the agency’s subsidy program. Many clients find it challenging to cover the costs associated with home health care.

“At Circle of Care, we believe the cost of care should not be a barrier to getting the care and support that is needed.” says Debbie Taylor, Vice President Client Services. She adds, “The subsidy program at Circle of Care supports clients who would not be able to receive care without financial assistance.”

Subsidy is provided to help eligible clients cover the cost of personal care and homemaking services, Kosher Meals on Wheels, transportation and the Day Centre for Seniors.

The contribution from the **Waugh Family Foundation** will ensure that more Circle of Care clients can receive help that they need to remain living independently in their own homes.

Innovation & Best Practice



The Accreditors are Coming!

by Ethel Kaiserman, Manager Client Services and Quality

Circle of Care's accreditation visit is right around the corner. Surveyors from Accreditation Canada will be visiting the agency from June 9-11, 2014. This will be Circle of Care's fifth round of accreditation. Agency staff, board members,

volunteers and clients have all been all involved in reviewing the accreditation standards in the areas of: Governance, Leadership, Home Support, and Infection Prevention & Control. "Since we began working with Accreditation Canada, the agency's quality and risk programs have improved tremendously", says Michael Scheinert, President and CEO. He adds, "Our quality and risk programs are part of the agency's DNA and are in the forefront of everything we do at Circle of Care."



Staying Healthy and Active: Free Exercise and Falls Prevention Classes

by Iren Lakatos, Supervisor, Client Services

As part of Ontario's commitment to help seniors stay healthy and active, Circle of Care is one of three community agencies in the Central Local Health Integration Network that has received funding to provide free exercise and falls prevention classes to seniors over 65 years of age living in the community.

Classes help participants increase mobility, relieve pain and reduce the risk of falls by building strength and improving balance. They are led by Physiotherapists, Physiotherapy Assistants and specially trained Personal Support Workers. "Since I started taking these classes I have seen such improvement in my mobility. Getting out of bed in the morning is so much easier and walking outside is no longer challenge but a pleasure," said Rose, a frequent participant in the program.



Circle of Care has over 90 exercise and falls prevention classes, offered at multiple locations across North York and South West York Region. The Central LHIN website (www.centrallhin.on.ca) can help identify the closest class to your home. For more information and to register, call the Central Community Care Access Centre at 416-222-2241 or 905-895-1240. You can also call Circle of Care at 416-635-2860.

Vision Mission & Values

Our Vision

To be the best community health care organization in Ontario; the preferred choice!

Our Mission

To support individual independence and to sustain and enhance quality of life in the community.

Our Values

Accountability	Innovation
Client-Centred Care	Learning & Growth
Diversity	Safety
Ethical Behaviour	Teamwork & Collaboration
Fiscal Accountability	

Association of Jewish Seniors

43 Years of Celebrating Together

by Arnold Foss, Director, Association of Jewish Seniors & Special Projects

More than 150 people attended the Association of Jewish Seniors (AJS) 43rd Annual Second Seder held at the Bernard Betel Centre. It was a festive atmosphere where tables were set with colourful Hagadot, traditional Seder plates and beautiful tulips. The Seder was lead by Michael Garbary and greetings from the AJS Executive Board were shared by Mary Greenberg.

According to Roslyn Harris, President of the Association of Jewish Seniors, "Communal holiday celebrations for seniors offer the opportunity to interact with others, eat a nutritious meal and share Jewish traditions and values." She adds, " This is such a special event because the Association of Jewish Seniors assists in reducing social isolation during holiday time."

The AJS would like to acknowledge the generosity of the following sponsors: Floritz Floral Design, Jerry & Sandra Genesove, Mazel Wines, Howard & Cara-Lynn Nisenbaum, Ostrovtzer Independent Mutual Benefit Society, Philip & Linda Palter, Harvey Solursh, Steeles Memorial Chapel, United Bakers Dairy Restaurant and Upper Canada Lodge Senior Citizens Foundation.

The next holiday event planned is the Sukkot Lunch coming this October. For more information about AJS holiday events and education programs call Arnold Foss at 416-635-2900, ext. 458.



Health & Safety

Beat the Summer Heat! Tips to Stay Healthy and Safe this Summer

by Karman Hoang, Human Resources Coordinator

After a very long winter season, the sun is shining again and summer is fast approaching. While we all enjoy the warmer weather, it is important to remind ourselves on how to stay safe in the summer season. The people who are most at risk for heat-related illness are the elderly, young children and individuals who work outdoors. Your safety is important to us at Circle of Care! Here are some helpful tips on how to protect yourself and family in the hot days to come.



- Carry a water bottle with you. Stay hydrated by drinking plenty of water during hot days.
- Protect yourself! Wear sunscreen when going outdoors and re-apply regularly if you are spending long periods of time outside. Sunburns can put you at risk for heat-related illness.
- Wear lightweight clothing, light coloured clothes, sunglasses and a hat to stay cool.
- Never leave people or pets inside an unattended parked vehicle on a hot summer day.
- Remember to check on the elderly and pets frequently to watch for signs of heat exhaustion or heat stroke. Ensure that these individuals are staying cool and drinking plenty of water.

